CSA101 Pharmacy in Health Care
Lecture 4:
Introduction to Community Pharmacy

2013 Dr Juanita Westbury
My community pharmacy CV

• BPharm - University of Sydney
• Part time work in a suburban pharmacy in Canberra
• “Intern” year at Westmead Hospital, Sydney
• Community Pharmacist for 20 years
• Completed a grad diploma in community pharmacy at the uni of SA
• England for 7 yrs (5 as community pharmacist)
• Locum / Permanent Positions
• Started to perform Medication Reviews
What we will cover today

- Roles of a pharmacist
- To give an overview of community pharmacy
- Different aspects of community pharmacy
- What happens on a day to day basis
- Roles of the pharmacist within it
The role of the pharmacist

Pharmacists are allied health professionals who practice in pharmacy, the field of health science focusing on safe and effective medication use.

The role of the pharmacist has shifted from the classical "lick, stick, and pour" dispensary role (that is, "lick & stick the labels, count & pour the pills"), to being an integrated member of the health care team directly involved in patient care.
<table>
<thead>
<tr>
<th>Specialities of Pharmacists</th>
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<tbody>
<tr>
<td>Expert in Science &amp; Clinical use of medications.</td>
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<tr>
<td>Knowledge about-Composition &amp; Properties of drug</td>
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<tr>
<td>- Various categories of diseases &amp; Classification of drugs</td>
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<tr>
<td>- Therapeutic dose of drug</td>
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<tr>
<td>- Structure Activity Relationship of drug</td>
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<td>- Body Mechanism &amp; Structure</td>
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<td>Understand the Pharmacological &amp; Mechanism of Action of Drug</td>
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<td>Have analytical skills &amp; clinical knowledge</td>
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<tr>
<td>Information about Adverse Drug Reaction &amp; toxic effects of Drug</td>
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<td>Familiar with Medical terminologies</td>
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More common roles

The most common pharmacist positions are:

• a *community pharmacist* (also referred to as "retail pharmacist" or "dispensing chemist"),

Or a

• *hospital pharmacist* (also known as a clinical pharmacist).
The current breakdown (2006)

- Community: 76%
- Hospital: 15%
- Other: 9%
What is Community Pharmacy?

• Practice of pharmacy based within the community

• Primarily located within a retail setting

• Business

• Centre for healthcare
Retail Business

- Approx 5000 pharmacies in Australia
- Approx 130 in Tasmania
- Have to be owned by pharmacist(s)
- Regulated how many pharmacies each pharmacist can own
- Regulated very differently to other retail businesses
Retail Business

• Types – Independent, Banner Groups
  “Discount”
Retail Business

Income comes from:

• dispensing
• retail sales
• **Average distribution is 70% Rx / 30% retail**
• services under Community Pharmacy Agreements eg DAA’s, Medschecks, Clinical Interventions
• Miscellaneous – aged care homes, medical certificates
Quality Care Pharmacy Program

- Quality assurance program for community pharmacy
- > 92% pharmacies accredited
- Aim = to provide quality professional services and customer care
- Re-assessed every 2 years
Retail business

- Managing the business
- Owner / manager / pharmacist
- Retail manager
- Dispensary manager
Role of Manager

• Management of staff
• Dealing with problems (customers/suppliers...)
• Training
• Role model
• O H & S
• Responsibility for pharmacy standards
• +/- Financial management
Essential Skills of a Community Pharmacist

• Organisation
• Time management
• People management (staff & customers!)
• Stock management
• Nursing homes, GPs, mental health services, ADS, community nursing, professional organisations

• COMMUNICATION
Who works in community pharmacy?

• About 12 000 Pharmacist/s; intern pharmacists
• Dispensary technicians
• Pharmacy assistants
• Delivery people/packers/cleaners......
• Other qualified health professionals...nurses, podiatrists, dieticians, diabetes educators, natropaths
• Business managers and associated staff
Healthcare Centre

• Accessible to all
• Open extended hours
• First port of call for minor ailments (sometimes more major)
• “triage” system
• **FREE** advice !!
• Supply of and advise on medicines
Role in the healthcare team

• Primary Health Care Team
  - Doctors, Dentists, Nurses, Physios etc

Our role.....
  - self care
  - referrals
  - discussion re. patients treatment
  - still to be defined
Professional Services

- Dispensing of prescriptions
- Supply of medicines
- Advice and counselling
- Monitoring eg blood pressure testing
  - blood sugar testing
  - cholesterol screening
- Medication Review services
Professional Services

• Dose Administration Aids
• Medication Profiles
• Home Medication Reviews
• Residential care
• Health Promotion
• Smoking Cessation / Weight Loss
• Weight Loss
• Needle Exchange Program
• Medical Certificates
Professional Services

• Newest, paid service...

MEDSCHECKS

• Aims: Educate patients about their medicines
  Identify problems
Your community pharmacy placement

• You will be rostered in pairs
• 3 hours in total
• Try to gather information needed for your workbook before and during your placement!
• Look and act ‘professional’.
4. Community pharmacy visit report (15%)

**Task description**

Visit to a community pharmacy in pairs

**Task length**

Three hours with written 'workbook'. The report must be handed in Monday 5pm, the week following the placement

**Links to unit's learning Outcomes**

1,3,5

**Assessment criteria**

You will need to complete a 'workbook' format report and you be assessed according to the quality and thoroughness of your answers and depth of reflection about your experience.

**Date due**

Monday 5 pm of the academic week following the week the practical was undertaken. To be delivered into the "assignment/mail" slot (to the left of the pharmacy reception window).
And to finish…..

• Community Pharmacy has an invaluable role within primary healthcare network
  - members of public who may never visit a healthcare professional, visit pharmacies
  - not just labels on boxes !
  - full potential not yet realised